

Nicholas Perez

Open to hybrid onsite work in San Francisco/Sacramento area
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Professional Summary

Internal IT Support Engineer with 10+ years of experience delivering onsite hardware, software, and network troubleshooting for public and private organizations. Skilled in macOS and Windows administration; identity and device management (Azure AD, Jamf, Intune); and enterprise collaboration platforms (Google Workspace, Office 365, Slack, Atlassian). Known for clear communication, a customer-first mindset, and improving onboarding and support workflows through documentation and automation.

Core Skills

- Frontline Helpdesk & On-call Support | macOS, Windows, Linux Administration | Azure AD, Intune, Jamf (MDM)
- Google Workspace, Office 365, Slack, Atlassian | Network, AV, & SaaS Troubleshooting
- Bash & PowerShell Scripting | Jamf Automation | Workflow & Process Optimization
- Onboarding, Documentation & Knowledgebase Creation | Vendor Management
- Cybersecurity & SIEM Monitoring (Elastic Stack, Sysmon, Attack Simulation) | Access Management & Policy Enforcement

Professional Experience

IT Department Specialist | County of El Dorado – Behavioral Health

Sept 2022 – Present

- Provide frontline IT support for 180+ staff and contractors resolving hardware, software, and network issues.
- Led onboarding trainings and built documentation that reduced repeat tickets by 30%.
- Supported Netsmart Avatar workflows and Crystal Reports output.
- Partnered with cross-functional stakeholders to streamline processes and prioritize IT projects.

IT Specialist | Plug and Play Tech Center

Apr 2022 – Sept 2022

- Delivered Tier 1-3/Executive support in a fast-paced accelerator; became sole MSP-style support for 10+ startups.
- Created Jamf automation scripts, including bash scripting for device setup and compliance tasks, reducing IT workload by over 40%.
- Managed Slack, Google Workspace, and Atlassian; oversaw onboarding/offboarding.
- Supported AV/Zoom Phone migrations for global teams.
- Provided remote-first IT support ensuring rapid resolution and outstanding customer experience.
- Enforced access controls and endpoint security baselines across Jamf-managed macOS devices.
- Supported identity and access management across SaaS platforms, gaining familiarity with Okta concepts (SSO, MFA, provisioning, app integrations).
- Managed vendor relationships for hardware procurement, SaaS licensing, and support escalations.

IT Customer Support Specialist II | County of El Dorado

Sept 2020 – Apr 2022

- Resolved 3,000+ tickets, annually; provided executive and frontline support.
- Administered Azure AD, Intune, Microsoft 365 across multi-agency environments.

- Migrated 1,000+ devices to Intune; supported Microsoft 365 transition.
- Supported hybrid town halls with AV and network troubleshooting.

Help Desk Technician II | SBM Management Services

Nov 2018 – Sept 2020

- Led security team efforts on disk encryption and VPN rollout.
- Managed endpoints and mobile devices; resolved escalated issues.
- Created documentation and supported onboarding/offboarding.

Supervisor | Geek Squad

June 2017 – Nov 2018

- Oversaw repair operations; led a team of 10 technicians to meet KPIs.
- Reduced repair cycle times through process coaching and training.

Projects

SIEM Home Lab (In Progress) – GitHub: <https://github.com/nicktperez/siem-home-lab>

- Built a security monitoring lab leveraging Elastic Stack (Elasticsearch, Logstash, Kibana).
- Configured Winlogbeat, Sysmon, and Windows Event Forwarding.
- Developed Kibana dashboards for brute force, privilege escalation, and persistence detection.
- Simulated adversary behavior to validate detections.
- Documented full lab setup and workflows in GitHub.

Education & Certifications

- Associate of Science in Computer Science – Cosumnes River College
- Certificates in Web Publishing & Web Programming
- Pursuing CompTIA Security+ (Expected 2026)